

Against the Grain

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And They Were There-Reports of Meetings

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The Scholarly Publishing Scene from page 46

entific disciplines. When it comes to chemistry press coverage, the focus is on topics such as waste, environmental hazards, and weaponry. **Cell Press** drive home their point with this additional assertion: even several recent Nobel prizes in chemistry have been awarded to life science researchers.

Is this initiative working? According to **Cell Press**, since *Chem*'s launch in July 2016, around 30% of its research articles have been picked up in both specialized and general news outlets. I'll presume that the coverage has been positive.

The other journal that caught my attention during **PROSE Awards** is an Open Access interdisciplinary journal, *GeoHealth*, published by the **American Geophysical Union (AGU)** in collaboration with **Wiley**. Started in 2017 (so not yet eligible for **PROSE Awards**, but wait 'til next year) *Geohealth*, according to **AGU's** website, "highlights issues at the intersection of the Earth and environmental sciences and health sciences. It focuses on the following topics: environmental and occupational health; outdoor and indoor air quality and pollution; food safety and security; water quality, water waste treatment and water availability; climate change in relation to human, agricultural, and environmental health and diseases; soil health and services; ecosystem health and services; environmentally-related epidemiology; geoethics; national and international laws and policy, as well as remedia-

tion around GeoHealth issues; global Public Health; effects of climate change on exposure to pathogenic viruses, parasites and bacteria; human health risks of exposure to potentially harmful agents in the aquatic environment and through the food chain; remote sensing, satellite based observation of infectious disease and modeling; hydroepidemiology."

GeoHealth's content includes original peer-reviewed research papers, reviews, and commentaries discussing recent research or relevant policy, most of them invited by the editors. The current editor in chief is **Gabriel Filippelli**, Professor of Earth Sciences and Director of the Center for Urban Health at **Indiana University**. He has an ambitious vision for the journal. He wants it to "be an interactive, nimble, and perhaps even controversial vehicle for covering challenging issues." Additionally, he wants the journal to have an international focus and will be soliciting research from regions such as Africa and parts of southeast Asia.

The journal has an enviable pedigree. The founding editor is environmental microbiologist **Rita Colwell**, an internationally recognized expert on cholera and other infectious diseases. During her long and distinguished career, she has served as the 11th director of the **National Science Foundation** (from August 1998 to February 2004). In 2008, she founded **CosmosID**, a company that uses systematic microbial identification that provides proven high-resolution bioinformatics to facilitate personalized treatment in health care and monitoring of environmental bio threat agents. In addition to being chair of **CosmosID**, she holds Distinguished Uni-

versity Professorships at the **University of Maryland** and at **Johns Hopkins University Bloomberg School of Public Health**.

When you go on *GeoHealth's* website on **Wiley's** Online Library, you see a list of research articles. Listed below each article title, written in language approaching academic speak, is a list of three "key points," which are written in pure layman's terms. This presentation, it seems to me, will facilitate public awareness of the studies and distribution of their contents though the popular press. Sure enough, *GeoHealth* studies have been featured in such publications as *Business Insider* and even the *New York Post* ("Anthropogenic carbon dioxide emissions may increase the risk of global iron deficiency"); the *Washington Post* ("Next generation ice core technology reveals true minimum natural levels on lead (Pb) in the atmosphere: insights from the Black Death"); and *Scientific American* ("Impacts of oak pollen on allergic asthma in the United States and potential influence of future climate change").

I wonder whether *Chem* and *GeoHealth* are signals about the future direction of the journals business. Will we see more of these general-news-oriented journals instead of narrowly focused twigs and branches extending from the limbs and trunks of discipline- and sub-discipline-based trees appealing only to specialists? I look forward eagerly to the answer to this question. 🌳

And They Were There

Reports of Meetings — @Risk Forum, 13th APE, and the 37th Annual Charleston Conference

Column Editor: **Sever Bordeianu** (Head, Print Resources Section, University Libraries, MSC05 3020, 1 University of New Mexico, Albuquerque, NM 87131-0001; Phone: 505-277-2645; Fax: 505-277-9813) <sbordeia@unm.edu>

@Risk North Open Forum — The State of Shared Print Preservation in Canada — November 10, 2017 — Ottawa, Canada

Reported by **Tony Horava** (Associate University Librarian, Collections, University of Ottawa, Canada) <thorava@uottawa.ca>

The **@Risk North Open Forum** (<http://www.carl-abrc.ca/news/save-the-date-at-risk-north-2017/>) was held at **Library and Archives Canada**, in Ottawa. It was conceived as a Canadian-focused successor to the **@Risk Forum** held in Chicago in spring 2016 that was held under the auspices of the **Center for Research Libraries**. The purpose of this forum was to give attendees an opportunity to discuss the state of shared print preservation programs in Canada, in a setting that was intended to push these conversations forward into action. Participants came from across the country, representing academic libraries, public libraries, government libraries, regional consortia, and national level organizations.

The day began with a keynote from **Constance Malpas**, Research Scientist at **OCLC**. In her talk, "Approaching the Long-Term Preservation of Print Documentation," she explained that this issue is still

relatively new — we need to think about it in terms of new tools and we need to think at scale.

Redistributing curatorial responsibility across multiple institutions, building out the long tail, and sharing investment in stewardship are important. She argued that Canada is in a good place to be thinking about shared stewardship. In terms of the distribution of holdings of print books, there are 46M volumes, of which 92% are concentrated in 12 mega regions. We need to think about movement of flows of books at a system level. There are 5.8M books held outside of these mega regions (40%). There are 89% that are held in 5 or fewer libraries, and 15% are held uniquely in Canada. Extra-regional print books are at greater risk, where there is less commitment to preservation. A supra-institutional understanding that transcends organizational and geographic boundaries is necessary. She cited **Rick Lugg** in arguing that institutional scale collection management is not sustainable. There is either too much duplication, or too little! Collaborative scale agreements are needed. Common cause is needed even among Ivy schools. Scarcity is common in research collections; scarcity decreases as the scale of collaboration grows. Consortia scale partnerships leverage trust networks, and direct borrowing consortial networks reduces friction in collection management.

continued on page 48

She noted that European countries have moved significantly to shared print stewardship and collaboration. There are centralized models in Norway and Finland where right-scaling of stewardship is important. She described four elements of conscious coordination- system wide awareness (aligning local action with collective effort); explicit commitments (move commitments above the institutional level); division of labour/specialization (focus on collecting more specialized material); and reciprocal access (curate locally, share globally). We need to think in terms of *inter-consortial* rather than *intra-consortial* scale of collaboration.

Bernard Reilly, President of the **Center for Research Libraries**, gave a talk entitled, “@Risk and National Coordinated Efforts in Print Preservation in the United States.” He described the shared print agenda for **CRL** and coordinated U.S efforts in print preservation. Major U.S. shared print programs include Scholars Trust, Big Ten Academic Alliance, WEST (Western Regional Storage Trust), and EAST (Eastern Academic Scholars Trust). These are based on MOUs and retention commitments, i.e., 25 years. He noted that approximately 422K titles are not registered in PAPER, and less than 1% have multiple copies registered. There are 462K unique titles in social sciences and humanities across major libraries. He described the new reality of academic research libraries, namely that there is less funding today than ever before for public universities. We need to substantially expand the scope and improve the quality of the shared collection, merging preservation and e-access as key priorities. We need to significantly increase the number of serial titles that are adequately preserved AND accessible, and create a North American consensus on the scope, norms and standards for print stewardship. We need to identify a critical corpus of serials worthy of digitization and preservation. Unfortunately there is no leadership at the national level in the U.S. He also discussed the importance of articulating a clear and convincing narrative for scholars and funders, about the value of preservation efforts.

Maureen Clapperton, Director General at the **Bibliothèque et Archives du Québec (BaNQ)**, described the organization’s mandate, collections, and digital preservation work that has been carried out to date. **Monica Fuijkschot**, Director General of **Libraries and Archives Canada**, gave a talk entitled: “State of the Ark: LAC Initiatives Supporting Print Preservation.” She described six key principles related to retention of print collections at risk:

1. LAC communicated its willingness to hold last copies of Canadiana;
2. LAC holdings are described in the National Union Catalog;
3. LAC’s preservation copies and rare books are held in appropriate preservation environments;
4. Continued availability of print material onsite; LAC will lend material if it is the only institution in Canada that holds it;
5. LAC committed to hold its Canadiana collection in perpetuity;
6. LAC has historically sought to transfer deselected material to other institutions, and will continue to do so.

This was followed by a panel of representatives from different regional initiatives discussing current initiatives in shared print management: COPPUL (Council of Prairie and Pacific University Libraries) Shared Print Archive Network; TUG (Tri-University Group: **Wilfrid Laurier University**; **University of Guelph**; **University of Waterloo**); Scholars Portal/OCUL (twenty one academic libraries in Ontario); and Keep@Downsview (five academic libraries within Ontario).

There were breakout sessions during which the attendees were asked to consider the issues, priorities and opportunities for a national preservation strategy, and the role of **Library and Archives Canada**, regional consortia, and the **Canadian Association of Research Libraries**. What followed was a lively discussion and a general consensus that developing such a strategy would be timely, strategic, and necessary. Participants discussed the types of collections that would be important to preserve. It was also clear that the participants envisage an important role for **Library and Archives Canada**, in close partnership with other key stakeholders in the Canadian landscape. The issues around preservation require sustainable approaches, and intensive collaboration with many partners. The issues are large-scale and challenging, involving funding, coordination,

and long-term commitment. There was a recognition of how important is coordinated preservation at the national level, to ensure that our scholarly and cultural record is preserved for future generations. It was also clear that coordinated preservation is essential for citizens to be able to ask questions, to know their heritage, and develop a new understanding of identity and place. Special collections are unique, fugitive, and essential materials. There was a definite sense of how critical it is to harness our collective expertise, resources, and capacity. Risk and opportunity are closely linked — I hope that there will soon be developments to build upon the groundwork that was laid at this very timely forum. 🐼

**Academic Publishing in Europe conference (APE) —
Publishing 2020 Ramping Up Relevance in a Multi-faceted,
Fragmenting System of Research Output and Innovation —
January 16-17, 2018 — Berlin, Germany**

Reported by **Anthony Watkinson** (CIBER Research) <anthony.watkinson@btinternet.com>

“Publishing 2020 Ramping Up Relevance” is the short title of the thirteenth **Academic Publishing in Europe conference (APE)**. The full title gives a pretty good idea of the content. The site is <https://www.ape-conference.eu/> which currently carries the programs and lots of photographs but is due to carry videos and presentations — probably by the time this report appears. It also links to an excellent earlier report from **Chris Armbruster** for the magazine Research Information: <https://www.researchinformation.info/news/analysis-opinion/ape-2018-conference-report>. The dates were 16-17 January in Berlin with a pre-conference organized with the **SSP** the day before. There is an international attendance which here in Europe also includes the significant visitors from the USA. But it is a select gathering with numbers for the main event dictated by the size of the historic Leibniz Hall of the **Berlin Brandenburg Academy of Sciences and Humanities (BBAW)**: official figures are **SSP** Pre-conference 75, Main Event 241 with a waiting list of 24.

Like Charleston there is a presiding genius in the larger shape of **Arnoud de Kemp**, once a very senior director of **Springer Verlag**. His approach is distinctively Continental European which shows those of us in the Anglo-American world a different way of thinking especially relating to the “transition to open access” (see below). He has also always thought in terms not just about what the big publishers want but about the larger ecosystem: the closing words of the report of the first conference reads: “Despite all the energy and investments publishers are devoting to change their role, if they are not seen as adding enough value to the chain and not seen as proactive enough, authors, libraries and funding agencies will vote with their feet.” (www.ape2006.de/APE2006_finalreport.pdf). What follows is highly selective.

The first morning is always devoted to big names honored as Keynotes. “Open Science” was the central theme. You could argue that it was central theme of the whole conference. Open Scholarship would have been better but you cannot have everything and all these speakers were thinking in terms of science.

Professor Sabine Kunst of the **Berlin University Alliance** had definite views about the policies of this organization currently in contraction. She saw open science as the scientific version of self-publishing. There is a lot of baggage in this suggestion not necessarily understood by her. Her point was that open access using existing technology “makes it possible for researchers to manage the publication process independently of publishers and to design it to their own discretion.” Peer review could be transferred to universities. These were plans.

David Sweeney had a more cautious view. He has actual responsibilities as executive chair designate of **Research England**, supremo of a new government structure giving research money across all fields in the largest UK country. He has to monitor an ongoing process. As a custodian of the Finch project, the UK government process for transitioning to Open Access, and he is professionally interested in how it has gone: one answer (mainly positive) is provided by the official report to the **UK Universities** at <http://www.universitiesuk.ac.uk/policy-and-analysis/reports/Documents/2017/monitoring-transition-open-access-2017.pdf>. Another (mainly negative view) is from

continued on page 49

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And They Were There from page 48

Dr. Danny Kingsley, who is the scholarly communication guru at **Cambridge University Library**: <https://www.repository.cam.ac.uk/handle/1810/269913>. **Sweeney** notes that payments for open access in hybrid journals is where most of his money has gone but it has not led to the flipping of business models from subscription based to fully open access. Can publishers remain partners?

Another big presentation was also from government — by veteran Eurocrat **Jean-Claude Burgelman**. Open Access empowers scientific communities and supports innovative business solutions. Part of the program is now an European Commission Open Research Publishing Platform following the best practice established by the **Gates Foundation** and the **Wellcome Trust**. — see https://ec.europa.eu/research/open-science/pdf/information_note_platform_public.pdf#view=fit&page-mode=none. He and his colleagues have ambitious plans for open data but he recognizes that it will not be easy as the presentation by **David Nicholas** (below) will explain.

Burgelman's views were complemented by those of **Professor Johannes Vogel** who heads up the **Berlin Museum of Natural History** but is also Chairman of the EU Open Science Policy Platform (<https://www.openaire.eu/open-science-policy-platform>). Citizen scientists are involved in decision making. For him from a museum angle “deep change or slow death” is the alternatives.

There had been some grounded presentations in the pre-conference from the UK Medical Research Council, the **Association of Universities** in the Netherlands and the **Swiss Rector's Conference** inter alia under the heading — “How is public policy and funding changing the flow of scholarly communication?”

In a later session the presentation by **Professor Nicholas** was something of a corrective: <http://ciber-research.eu/download/20180116-APE.pdf>. His team have been interviewing early career researchers (the

academics of the future) across seven countries in a longitudinal study of their ideas and practices. ECRs believe in sharing, openness and transparency but also need to publish in journals that have high impact factors. They cannot afford to make the data from their research open to all because they need to be the first to exploit it in publications. In the last session **Dr. Rafael Ball** of **ETH Libraries** was also very aware of the barriers. **Niko Goncharoff** of **Digital Science** asserted that publishers were not missing the boat and were on board as far as open science and data is concerned: but “changes in community behavior and culture” must come first.

What else about publishing positions. There was a publishing keynote by **Dr. Michiel Kolman**, the senior **Elsevier** executive who is president of the **International Publishers Association**. His basic message was his members have a mission to maximize their role as stewards of truth and quality, that the promise of open access cannot be left to pirates (SciHub was name-checked) and that (alas) stakeholders are divided — as we shall see. There was also a full session on “Piracy” with speakers from the three biggest companies. The presentations reflected the fact that publishers differ in how to deal with piracy but in the nicest possible way. **Duncan Campbell** from **Wiley** gave some useful definitions: piracy is the commercial violation of legally sanctioned intellectual property, a symptom of unmet user needs and market demand and the exploitation of the gap between price and value. **Wouter Haak** (**Elsevier**) concentrated on sharing. There are some access problems but is researcher uptake just due to problems of access which do exist or is it more about convenience? We can work with scholarly collaboration networks to solve these problems and he showed how — see for example the **Coalition for Responsible Sharing** (<http://www.responsiblesharing.org/>) which appears to be getting traction among major learned societies. **Wim van der Stelt** (**Springer Nature**) chose as his title — “Will showing teeth solve the problem?” and suggested different approaches to Research Gate and to SciHub — which seem to be happening. In the subsequent discussion **Rafael Ball** from a library viewpoint urged cooperation. SciHub now ingest books.

continued on page 50

And They Were There
from page 49

Charlie Rapple, a fourth speaker, suggested that discovery services are the big losers to Research Gate.

There were several other presentations from other publishers and a vendor. The APE lecture was given by **Dr. Annette Thomas**, now CEO at **Clarivate Analytics** — the **Thomson** spin-off. She has already shown her strategy by the resurrection of the **Institute of Scientific Information (ISI)**. A very different talk from **Annie Callanan**, relatively new CEO of **Taylor & Francis**, was a graphic “modest proposal for relevancy.” Quite different too was a substantial contribution on Building an Academic-Led Publisher for the Digital Age by **Dr. Caroline Edwards** of the Open Library of the Humanities. She brought monographs into the discussion and impressed librarians present: her theme was “Opening up Scholarly Dialogue.”

Later there was a whole session on the “Benefits of OA Books.” **Dr. Frances Pinter** emphasized practicalities with special reference to **Knowledge Unlatched**, **Eelco Ferweda** of **OAPEN** described the European landscape, highlighting his own “A Landscape Study on Open Access and Monographs” (<https://scholarlyfutures.jiscinvolvement.org/wp/2017/10/landscape-study-open-access-monographs/>), and **Ros Pyne**, who heads up policy and development at **Springer Nature Open Research** (the biggest publisher of OA books), produced evidence for the OA effect — big increases in downloads should and do encourage authors to go OA (<https://www.springernature.com/gp/open-research/journals-books/books/the-oa-effect>).

Finally, there were two “technology” sessions of interest to both publishers and librarians. **Dr. Eefke Smit** (Director of Standards and Technology at STM) moderated a series of presentations under the heading “Blockchain: Hype or Game Changer.” They vary in comprehensibility for the lay person. The opening speaker consultant **Dr. Joris van Rossum** offered two sites for further scrutiny: <https://www.digital-science.com/press-releases/digital-science-report-reveals-potential-behind-blockchain-technology-scholarly-communication-research/> and <https://www.blockchainforscience.com/> which repay study. The latter organization’s founder **Dr. Soenke Bartling** also spoke. **Van Rossum** sees real potential but picks out how to gain trust as the current barrier. An entrepreneur **Eveline Klumpers** pointed to her start-up — see <https://www.katalysis.io/about-us/>. Blockchain technologies lower the cost of micropayments but in this world anonymity is impossible. Finally, **Lambert Heller** of **TIB Hannover** provided a librarian perspective which seemed to provide a contrasting message: “Blockchains allow for exchange of value, following transparent rules, without having to trust any player.” Not all the follow-ups from his slides seem to go anywhere. The jury seems to be still out. The second session was on artificial intelligence. It is clear from the presentations that AI is already being embedded in processes we are familiar with. **Richard Wynne** of **Aries** (a king of online editorial systems) gave a good account of what his company is doing. **Tahir Mansoori** of **Colwitz** (now part of **Taylor & Francis**) showed examples of enhanced analytics. **Dr. Thomas Lemberger** of **EMBO** (the European Molecular Biology Organization) explained projects involving AI which are part of the emerging open science landscape — see <http://www.embo.org/news/press-releases/2017/sourcedata-is-making-data-discoverable>. 🌱

Issues in Book and Serial Acquisition, “What’s Past is Prologue,” Charleston Gaillard Center, Francis Marion Hotel, Embassy Suites Historic Downtown, and Courtyard Marriott Historic District — Charleston, SC, November 6-10, 2017

Charleston Conference Reports compiled by: **Ramune K. Kubilius** (Northwestern University, Galter Health Sciences Library) <r-kubilius@northwestern.edu>

*Column Editor’s Note: Thank you to all of the Charleston Conference attendees who agreed to write short reports that highlight sessions they attended at the 2017 Charleston Conference. All attempts were made to provide a broad coverage of sessions, and notes are included in the reports to reflect changes that were not printed in the conference’s final program (though some may be reflected in the online schedule, where links can also be found to presentations’ PowerPoint slides and handouts). Please visit the conference site <http://www.charlestonlibraryconference.com/> to link to selected videos as well as interviews, and to blog reports, written by Charleston Conference blogger, **Donald Hawkins**. The 2017 Charleston Conference Proceedings will be published in 2018, in partnership with **Purdue University Press**.*

In this issue of ATG you will find the first installment of 2017 conference reports. We will continue to publish all of the reports received in upcoming print issues throughout the year. — RKK

MONDAY, NOVEMBER 6, 2017
PRECONFERENCES AND SEMINARS

The Charlotte Initiative for Permanent Acquisitions of E-books by Academic Libraries – Research Project Outcomes and Next Steps — Presented by **Michael Zeoli** (YBP Library Services); **Theresa Liedtka** (University of Tennessee at Chattanooga); **Rebecca Seger** (Oxford University Press); **John Sherer** (University of North Carolina Press, University of North Carolina); **October Ivins** (Ivins eContent Solutions); **Elizabeth Siler** (UNC Charlotte); **Alison Bradley** (Davidson College); **Kelly Denzer** (Davidson College); **Kate Davis** (Scholars Portal, OCUL)

Reported by **Jack Montgomery** (Western Kentucky University Libraries) <jack.montgomery@wku.edu>

To examine the ever-changing library market, the Carnegie-Mellon-funded Charlotte Initiative has been studying the eBook market with conventional academic usage as its model. The Initiative has three stated goals: First, to achieve irrevocable acquisition and access of eBooks in the academic setting. The second goal is to allow unlimited simultaneous users for eBooks. Finally, to secure freedom from Digital Rights Management issues like proprietary formats and the restricted access to content. Presenters from the various organizational teams and librarians made reports as to the progress and current status of the initiative including a major literature review.

A wide variety of issues were discussed including the changing role of the traditional university press and the suggestion by publishers who see a future in the sale of large eBook collections rather than single title sales. Licensing issues included a desire to standardize the language of contracts and the contradictory ideas of perpetual access while allowing publishers to terminate agreements at any time. In truth, perpetual access and DRM are terms, for which there is no industry-wide consensus as to their definition and application, but that consensus is needed for eBooks to evolve.

WEDNESDAY, NOVEMBER 8, 2017
MORNING PLENARY SESSIONS

21st Century Academic Library: The promise, the plan, a response — Presented by **Loretta Parham** (Atlanta University Center (AUC) Robert W. Woodruff Library)

Reported by **Ramune K. Kubilius** (Northwestern University, Galter Health Sciences Library) <r-kubilius@northwestern.edu>

Parham started out by reminding the audience of the not very optimistic listing of librarianship reported in the *USA Today* story (and

continued on page 51

And They Were There from page 50

elsewhere), “8 jobs that won’t exist in 2030.” Her tour of the landscape included points made by ACRL and Educause in their top trends lists, the need to change from yesterday’s vocabulary, and traits of Gen Z. She emphasized the role of special collections in preserving the work of “heroes and sheroes.” Advice she quoted from the 2016 **David W. Lewis** book, *Reimagining the Academic Library*, included: be proactive, market repeatedly, and “sell the change.” This resonated in **Parham’s** talk as she recounted the story about the formation of the **Atlantic University Center’s Robert Woodruff Library** and showed a film clip. One wishes the speaker had expounded a bit on whether other academic institutions’ library services could similarly benefit from the formation of a consortium with an incorporated library, modeled after AUC.

For a detailed report on old and new vocabulary and more mentioned during this presenter’s talk, read the blog report by **Donald Hawkins**: www.against-the-grain.com/2017/11/the-opening-session-21st-century-academic-library/.

Technology and Platforms: What’s On the Horizon — Presented by **Georgios Papadopoulos** (Atypon)

*NOTE: The title presented at the conference varied slightly from the scheduled title listed — **Scholarly Communication Technology: Present and Future.***

Reported by **Ethan Cutler** (Western Michigan University Homer Stryker M.D. School of Medicine) <ethan.cutler@med.wmich.edu>

Papadopoulos, CEO and founder of **Atypon**, began the plenary session by providing a background of his extensive career and the “dream of a better technology for scholarly communication” with which it began. Today, **Papadopoulos** says, the tech industry is currently at a place to develop the products needed to improve scholarly communication, but requires the interdependent relationship of the publishing and library communities to adopt and embrace new technology standards. **Papadopoulos** continued, explaining how today’s current technology standards have remained primarily stagnant for the last 20 years, citing outdated authentication processes, static content, and imperfect discovery and archiving methods as the fundamental hurdles obscuring the improvements needed to moving the industry forward. He both justified the need for change and detailed how improvements in access through improved authentication technologies, moving content standards from HTML to EPUB, and using robots for discovery and archiving could help facilitate these changes. Nonetheless, **Papadopoulos** reminded the audience of the cyclical undertone of progress, predicting that scholarly communication technology will change every 20 years. Questions following the presentation reflected the dependent and supportive relationship between technology, publishers, and librarians. Requests for new infrastructure and capital investment recommendations were also asked. **Papadopoulos** responded by proclaiming there is no need to invest in new capital, saying “the basics are there.” In closing, **Papadopoulos** painted an optimistic picture of the future, one where new technologies will soon be available to meet the demands of publishers and librarians alike.

Read also the report on this plenary by **Charleston Conference** blogger, **Donald Hawkins**: <http://www.against-the-grain.com/2017/11/technology-and-platforms-whats-on-the-horizon/>.

WEDNESDAY, NOVEMBER 8, 2017 NEAPOLITAN SESSIONS

PrePrints, IR’s & the Version of Record — Presented by **Judy Luther** (Moderator, Informed Strategies); **Ivy Anderson** (California Digital Library); **John Inglis** (Cold Spring Harbor Laboratory Press); **Monica Bradford** (AAAS/Science)

Reported by **Rachel Besara** (Missouri State University) <rachelbesara@missouristate.edu>

The session was structured as a discussion moderated by **Luther**. Brief introductory remarks gave the perspective from which each panelist approached the discussion. Each of the three panelists gave a short presentation. **Inglis** noted that scientific researchers do not know or care what the Version of Record is for a given article. Publishers and librarians are the ones concerned with that distinction. Should the version of record then become the version with the record? **Bradford** touched on the fact that technology can now support a “living document” in a pre-print server, but then the yet unsolved question is how credit gets assigned across a document’s lifespan. **Anderson** pointed out that the future is with immediate publication and post-publication peer review, but what is the impact of this versioning on value metrics used by libraries on their institutions? The presentations were followed by a discussion of pre-arranged questions. Finally, remarks and questions were taken from the floor.

Publication Ethics, Today’s Challenges: Navigating and Combating Questionable Practices — Presented by **Ramune Kubilius** (Moderator, Northwestern University, Galter Health Sciences Library); **Jayne Marks** (Wolters Kluwer); **Barbara Epstein** (University of Pittsburgh Health Sciences Library System); **Jenny Lunn** (American Geophysical Union); **Duncan MacRae** (Wolters Kluwer)

Reported by **Ramune Kubilius** (Northwestern University, Galter Health Sciences Library) <r-kubilius@northwestern.edu>

Marks introduced the timely session as one whose theme grew out of a **2017 Fiesole Retreat** discussion. **Lunn** described the role of a society publisher — to provide guidelines, check incoming manuscripts, resolve issues, mediate disputes, but the society community needs to be self-policing. Ethics red flags include requests to remove a co-author, a plagiarism (software) match of over 15%, refusal to share data. What does experience suggest? There is some author ignorance, everyone is responsible, every situation is unique, and some cases are just tips of the iceberg. **McRae** focused on new developments in academic fraud, including the competitive worldwide scene that includes third party agencies providing fake peer reviews, the selling of authorship, and content sold on demand. Unfortunately, there are governmental incentives for publication in some countries (e.g., China as described in a recent *New York Times* article). Journal responses? Close loopholes, enforce stricter policies. One effort is: Think/Check/Submit.org. **Epstein** described academics walking the tightrope. Authors have described quandaries, such as: picking the “right” journal, meeting the funding mandates, avoiding predatory journals, choosing in which repository to deposit, and deciding what to do with preprints. Regarding data, they might argue: why share it, and what should be shared, and “my data is complicated,” “is it my problem to help,” “what if flaws in my data are exposed,” etc. There is a new scholarly communication paradigm, a clamorous marketplace, resentment towards publishers, a line between predatory and trustworthy. Admittedly, library access to resources can be convoluted and slow (no matter how hard we try). “Education only reaches the willing,” she reminded, and “The scholarly communication river will continue flowing downhill around barriers in its way” (it won’t stop, so we had better find ways to adjust). **Kubilius** stepped in to help monitor questions that included mention of predatory behavior vs low quality journals, and some nuances specific to disciplines when it comes to data sharing, etc.

Read also the session report by **Charleston Conference** blogger, **Donald Hawkins**: <http://www.against-the-grain.com/2017/11/publication-ethics-todays-challenges/>.

Wide Open, or just Ajar, Evaluating Real User Metrics in Open Access — Presented by **Charles Watkinson** (Moderator, Univ. of Michigan); **Amy Brand** (MIT Press); **Byron Russell** (Ingenta Connect, Ingenta); **Hillary Corbett** (Northeastern Univ. Libraries)

Reported by **Amy Lewontin** (Snell Library Northeastern University) <a.lewontin@northeastern.edu>

continued on page 61

Optimizing Library Services from page 60

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Al-Suqri, M. N., Al-Kindi, A. K., AlKindi, S. S., & Saleem, N. E. (2018). Promoting Interdisciplinarity in Knowledge Generation and Problem Solving (pp. 1-324). Hershey, PA: IGI Global. doi:10.4018/978-1-5225-3878-3

Baran, M. L., & Jones, J. E. (2016). Mixed Methods Research for Improved Scientific Study (pp. 1-335). Hershey, PA: IGI Global. doi:10.4018/978-1-5225-0007-0

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Jeyasekar, J. J., & Saravanan, P. (2018). Innovations in Measuring and Evaluating Scientific Information (pp. 1-315). Hershey, PA: IGI Global. doi:10.4018/978-1-5225-3457-0

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Sibinga, C. T. (2018). Ensuring Research Integrity and the Ethical Management of Data (pp. 1-303). Hershey, PA: IGI Global. doi:10.4018/978-1-5225-2730-5

Storey, V. A., & Hesbol, K. A. (2016). Contemporary Approaches to Dissertation Development and Research Methods (pp. 1-360). Hershey, PA: IGI Global. doi:10.4018/978-1-5225-0445-0

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And They Were There from page 51

Russell, Head of Ingenta Connect, introduced the three speakers. There are over 86,000 users for **Ingenta**, they will be launching the new Ingenta Open, in 2018, and they hope to evaluate the metrics from their new open access platform. He mentioned that the panelists will be addressing the topic from their different positions, **Brand**, what do publishers want from OA metrics, **Corbett**, on what do libraries want to learn from OA metrics and lastly, **Watkinson**, addressing the topic of what do funders learn, or want to learn from OA metrics.

Brand opened her talk with the concept that **MIT**, as a publisher of both scholarly journals and books, represents both authors and a publisher. She introduced the idea of how OA publishing impacts academic careers. When a work is published in neuroscience, computer science or linguistics, **Ms. Brand** said, there is a lot of immediate activity that occurs within hours. Tweets and blogs discussing the publication start happening and then there are many downloads from many parts of the world who now read an open publication. **Ms. Brand** also made mention that open access is not necessarily seeing a growth in impact between open access and more citations. But from the standpoint of being a publisher, with some of their books being "open," **MIT** is not seeing damage to their sales. She referred to it as a balancing act, between sales and open access. What **Brand** did emphasize was the importance of helping one's authors, especially making good use of altmetrics and the tools around

it. **Brand** made mention of a document, "A guide to using Altmetric data in your Biosketch CV" <https://staticaltmetric.s3.amazonaws.com/uploads/2016/05/NIH-guide.pdf>, as well as other tools to take advantage of, as an author, all with the idea that promoting an author also helps a publisher. One idea **Brand** mentioned was making sure that Open Access does not mean lack of peer review, and also that OA should not disadvantage a publication and the tenure process.

Corbett from **Northeastern University** discussed what academic libraries would like to know about, from their OA usage. Are our users, faculty and students using OA content in their own research, are faculty using OA material for their courses? Then she talked realistically about why academic libraries might want to know about their OA usage, such as making use of it to help fill in gaps alongside their subscribed content, or replace subscriptions, or are they truly helping their students with an affordability textbook initiatives?

The last speaker of the session was **Watkinson** of the **University of Michigan**, discussing what funders hope to learn from OA usage. He mentioned the fact that there is truly a diversity of funders, and mentioned a few of the different types, such as government organizations, foundations, libraries, individuals, institutions of all sorts. He also went on to say that it was not easy to discern "actionable measures" from vision statements from foundations, e.g., the **Gates Foundation**, that mentions free and immediate and unrestricted access to research in its statement. But **Watkinson** did highlight some very important patterns that he saw in funder's desires, such as the idea of "use and re-use through open licensing, and he

continued on page 62

went on to mention the open access eBooks from **JSTOR**. The session concluded with **Watkinson** emphasizing the importance of storytelling from data, rather than just showing numbers.

WEDNESDAY, NOVEMBER 8, 2017
CONCURRENT SESSIONS

A Trouble Shared: Collaborative Approaches to Problems Affecting Measurement of E-Resource Usage Data — Presented by **Ross MacIntyre** (JISC); **Jill Morris** (PALCI)

Reported by **Jeanne Cross** (University of North Carolina Wilmington) <crossj@uncw.edu>

“Downloading spreadsheets is not a good use of time — stop!” was a theme of the presentation given to a standing-room only crowd. **MacIntyre** began the presentation discussing the services **JISC** provides and gave some examples of their partnerships and projects. **Morris** followed by describing the CC-PLUS program specifically.

Instead of simply looking at our current eresource use compared to our use in the past we should be using services that display our use in context with other institutions with flexible outputs and graphical displays that aid the analysis and interpretation of the data. When data is provided in the aggregate we can see how successful our deals are in comparison to others. Among other benefits, this information would be useful in contract negotiation.

One of the many projects that **JISC** is undertaking is the challenge of assessing the value of eBooks. Complications surrounding eBook use reporting led to wider discussion, expanded partnerships, and the development of the CC-PLUS program which is a multinational, multi-consortial project, funded by the **IMLS**. **PALCI** is a partner in the project. Within the next year a proof of concept platform is expected to be live with automated tools that will be able to ingest data and provide a range of outputs. This tool is built for consortia use, but will also be useful for individual libraries, with hosted services a possibility in the future. Look for a full project report late spring.



Between Rare and Commonplace: Closing the Venn Diagram of Special and General Collections — Presented by **Boaz Nadav-Manes** (Brown University Library); **Christopher Geissler** (Brown University Library)

Reported by **Annie Bélanger** (Grand Valley State University) <annie.belanger@gvsu.edu>

The session centered on the questions of access, use and engagement: how to bridge divide between the two types of collections? The speakers reframed their focus to include range of medium-rare to rare; selection to curation; preservation to conservation; mediated to direct access; and business considerations. They sought to understand the roles of the curator, researcher and audience. General collections rarely curate but expect access instantly. Special collections curate with low intentionality of access and usage. A spectrum of purchase to access and usage/view for all rare and medium-rare items was needed.

Partnering together to empower staff and shape the work ensured collections moved forward as desired. Acknowledging that special collections puts inordinate amount of pressure on tech services, speakers see them as a cluster of problems: access, exclusivity, user. For example, mediated access limits the audience to power users and those willing to be monitored.

Moving forward, collections budget is being redirected to services; focusing on extracting and enhancing data from existing collections to create collections as service. Developing inventory project to get 100%

in catalog with a minimum record. Historical cataloguing concealed the collections that do have diverse voices.

History Has Its Eyes On You: Lighthouses and Libraries Weather Storms of Change – or Is Being a Public Good Good Enough? — Presented by **Corey Seeman** (University of Michigan)

Reported by **Brianna Hess** (Simmons School of Library and Information Science) <hessb@simmons.edu>

In this presentation, **Seeman** explored similar histories and challenges of lighthouses and libraries. Accompanied by images of Michigan lighthouses and armed with firsthand experience of seeing a library through massive changes, **Seeman** tackled issues of obsolescence, repurposing, and the precarious position of two “public goods”: lighthouses and libraries.

Seeman described the changing status of lighthouses, from their beginnings as socially significant, publically funded beacons for guiding watercraft to their present forms: largely automated structures repurposed only by wealthy individuals wishing to take up residence. Likewise, he chronicled the recent history of academic libraries as they transformed from traditional and beloved “hearts of the institution” to organizations facing digitization, space issues, and budget cuts.

How do academic libraries remain relevant and useful through the coming storm? **Seeman** invited professionals to embrace change, and he offered insights into how libraries can leverage their expertise in community outreach to prove their value to rationalize expenditures. He spoke of balancing community needs with aspirations, and he envisioned a future library with closed stacks, extensive resource sharing, interactive space, and collection development built not on “just in case” but “just in time.”

How Difficult Can It Be? Creating an Integrated Network Among Library Stakeholders to Promote Electronic Access — Presented by **Denise Branch** (Virginia Commonwealth University); **Ben Johnson** (ProQuest); **Jamie Gieseck-Ashworth** (EBSCO Information Services); **Anne-Marie Viola** (Sage Publishing)

Reported by **Eric Parker** (Northwestern University, Pritzker School of Law) <ecp278@law.northwestern.edu>

This concurrent session provided differing perspectives on necessary information flows among libraries, subscription agents, and content and discovery service providers to sustain a successful information ecosystem.

Branch communicated how libraries have numerous stakeholders, among whom data like MARC records, etc., need to flow efficiently. Disruptors to these flows include: information silos, etc. An integrated vision for stakeholders consists of: enhancing industry standards, synchronizing knowledge bases, and others.

Viola spoke on the publisher’s role in ERM. **Sage’s** library partners sit “downstream” from them in the ecosystem, providing the discovery systems to make **Sage’s** content useful. They face both internal (like KBART data discrepancies) and external challenges (like consortial resource licensing).

Gieseck-Ashworth presented the subscription agent perspective. **EBSCO** deals with millions of orders at any given time. They get various information files in various ways to manage everything. A lot of resources go into maintaining relationships, and in moving data efficiently.

Johnson discussed **Ex Libris’** place between libraries and content providers. They have separate teams working with libraries and content providers. A big challenge is data standards: they work with over 5,000 content providers, with only a handful of staff ensuring data quality. Their strategy is transparency in telling providers what they and libraries need.

continued on page 70

Squirreling Away ... from page 69

According to the *Post and Courier*, the previous snow was a number of years earlier: “The last real snow in the area was eight years ago, and that was only a couple of quickly melting inches. For a lot of people along the South Carolina coast, this was as deep a snow as they had ever seen.”⁷ The snowfall’s novelty wore off when people realized that the snow was not melting quickly. With the airport being shut down and roads very difficult to travel on, the novelty shifted to anger. Besides countless passengers who were stranded in their travels to and from Charleston, **Boeing** was particularly concerned. The construction of their 787 Dreamliner commercial aircraft, that is partially constructed in the giant facility adjacent to the airport, was interrupted by this storm.

The question being asked over and over again across the region is why didn’t the airport or the county have the snowplows to handle this weather occurrence to get the city moving again. The answer is likely found in the IBISWorld reports — snowplow services have very little market in South Carolina and the cost would be high for the community to purchase this equipment just in case. If you made a huge investment in snow plows, which really serve no other purpose, could you justify having them sit at the end of an airport taxiway collecting rust year after year? It is not a matter of marketing to get people to use it—they are only needed when it snows. Had they the equipment and the staff who could operate it, they might not have had to close down at all. The airport CEO would likely have been quoted in the papers saying something along the lines of “they thought I was crazy buying these snow plows, but I knew that eventually we’d need ’em.” But it would have been the first time it was used in eight years and that might beg another question — was the money used to buy that equipment well spent?

So why did I take us on this story? Well, to talk about print volumes and library collection development of course. In thinking about the problems that the Charleston Airport (and the community) suffered through because they did not have the snow plows, despite needing them every 30 years or so (if we believe the Airport CEO). I would think that it would be difficult to justify the cost of equipment (and staff time) for something that may be used once every ten or twenty years. And while Charleston travelers on January 3rd would have been thrilled if they did make the investment, what might they have given up to pay for the equipment so rarely used? To need something once every eight years is a hard sell for an administrator.

In looking at our library collections, are we making the same decisions? We often use ten year windows in looking at circulation of newly purchased print items as a measure of success. We claim that book reviews are not as timely, and do not drive patrons to these volumes. We continually invest in discovery platforms to expose these resources to our patrons. We think about marketing as a way to get people to check out these items. Can we routinely purchase items that are not used for significant amounts of time and be good stewards of our campus dollars?

There is no right or wrong answer here for sure. Librarians are using their professional expertise to help build the collections that support



the work being done at their campus. That all being said, do library administrators and collection development librarians need to be thinking more logically about our purchases as how the resources will be used. We should be driven by what is needed on our campus more than what others are doing. And if you invested in something that might be used once in ten, twenty or thirty years, what have we given up to make that possible? If collection development librarians were not constrained by space, by staffing issues or by budget, the work would be easy. But that is not the case anywhere. The libraries with the larger budgets, bigger facilities and more staff also typically support a campus population with a greater appetite for library resources.

In libraries, we tend not to look at other aspects of our communities in finding parallels to how we should build our collections and our services. In seeing the relatively rare need for plow equipment in Southern cities, we see an interesting exploration of the very issue that is at the core of collection development. Are we buying what our campus really needs or are some works as useful as a snowplow in South Carolina? The cost associated with having every tool in our toolbox is simply not something that any library can afford. Here is hoping that your travels are weather-incident free and that you have all the resources your campus needs. A guy can dream, right? 🐾

Corey Seeman is the Director, Kresge Library Services at the **Ross School of Business** at the **University of Michigan, Ann Arbor**. He is also the new editor for this column that intends to provide an eclectic exploration of business and management topics relative to the intersection of publishing, librarianship and the information industry. No business degree required! He may be reached at <cseeman@umich.edu> or via twitter at @cseeman.

Endnotes

1. https://twitter.com/DrMarkSchlissel/status/961953636560658432?ref_src=twsrc%5Etfw
2. **Madigan, John** (2017). *Snowplowing Services in the US*. IBISWorld Industry Report OD5400. Retrieved from IBISWorld database, February 9, 2018.
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6. **Wise, Warren**. *Boeing Wants Action Plan After Charleston Airport Snow Debacle*. *Post and Courier* (Charleston, S.C.), January 19, 2018, page B1 (from Access World News, accessed on January 24, 2018).
7. **Petersen, Bo**. *Kids of All Ages Fall for Rare Coastal South Carolina Snow*. *Post and Courier* (Charleston, S.C.), January 4, 2018, page A1 (from Access World News, accessed on January 24, 2018).

And They Were There from page 62

Laying Down the Whack-a-Mole Mallet: One Inexperienced ERM Team’s story about adopting the Agile Philosophy to Manage Electronic Resources, The Epic Saga – Part One — Presented by **Gerri Rinna** (Western Michigan University)

Reported by **Susannah Benedetti** (University of North Carolina Wilmington) <benedettis@uncw.edu>

Rinna described her experiences using an agile management tool at **Western Michigan University** to handle the increasing and expanding number of eresources, with new subscription models, platform changes, browser updates, and apps that seem to constantly change, all on top of changing library and campus administration, initiatives, and strategic plan. In 2015 the library migrated from a locally hosted system to a cloud hosted ILS with Knowledge Base, Link Resolver, Discovery Layer, Statistical module, etc. With workflows, processes, and even file management unsustainable in the new system that placed more responsibility on the ERM team, she implemented the Kanban board, a project management process that originated with Japanese production and manufacturing industries

continued on page 73

ALA Midwinter Meeting from page 72

Two winners were selected, each to win a \$1,000 grant from the **Awesome Foundation**: one by audience vote and one selected by a panel of judges. The audience pick was “Free the Textbooks!” while the judges selected the “Kids Storytelling Festival.”

The Sunday morning plenary session was on Diversity and Equity, and featured inspiring talks from **Elizabeth Martinez** and **Binnie Wilkin**. They both spoke on their wealth of experience and knowledge in building diversity and equity in libraries and in the information industry as a whole, as well as forward-looking thinking on the same topic. **Binnie Wilkin** predicts, “Bold systems and new forms of networks will evolve as new generations who have grown up experiencing life in an age of connectivity become the decision-makers.” Video highlights of this and other Symposium sessions can be seen at <https://youtu.be/CYhn3QLqPpw>.

Another fascinating and cutting-edge session I attended was “Blockchain, Open Civic Data, and TV Whitespace: Three New Projects.” Moderated by **Sandra Hirsch** from **San Jose State University**, the session featured three IMLS funded projects at various institutions. **Sue Alman**, **San Jose State University School of Information**, spoke about a project dedicated to understanding blockchain technology and its potential uses in libraries. More information can be found on their blog at <https://ischoolblogs.sjsu.edu/blockchains/>. **Toby Greenwalt** of the **Carnegie Library of Pittsburgh** spoke on the Open Civic Data project aimed at connecting libraries and community information networks. They’re hosting workshops and two conferences in year one, and will offer stipends to partnerships for field testing their toolkit in year two. Updates and more info at <https://civic-switchboard.github.io/>. Finally, **Kristin Rebmann** from **San Jose State University** presented her project on TV Whitespace, technology to broadcast wifi into the community through unused television frequencies. <http://ischool.sjsu.edu/about/news/detail/ischool-associate-professor-awarded-grant-will-expand-libraries%E2%80%99-in-ternet-access>

Sunday afternoon featured a great panel discussion sponsored by the LITA/ALCTS Electronic Resources Management Interest Group titled “Vendor Relationships: Build, Negotiate, Transform.” The panel was moderated by **Michael Rodriguez**, **University of Connecticut**, and featured **Jason Chabak**, **ReadCube**; **Lindsay Cronk**, **University of Rochester**; **Allen Jones**, **the New School**; **Christine Stamison**, **NorthEast Research Libraries Consortium (NERL)**; and **Kimberly Steinle**, **Duke University Press**. Each panelist gave fantastic input on networking, collaboration across industries, and establishing successful relationships.

And They Were There from page 70

and has since seen wider applications that include librarianship, as described in an article in the Journal of Electronic Resources Librarianship in 2016. Physical Kanban boards use sticky notes on a whiteboard to communicate status, progress, and issues visually. Online tools like Asana utilize the whiteboard metaphor in a software setting with customizable “lanes” such as To Do, Plan,

The Monday morning plenary session was on Civic Innovation, and featured talks from **Margaret Hunt**, **Colorado Creative Industries** and **Space to Create**, and **Jake Rishavy**, **Colorado Smart Cities Alliance**. **Hunt** spoke on the “Space to Create” project, generating affordable live/work spaces for the creative industries workforce and artists in rural communities, along with the Creative District Community Loan Fund, Art in Public Places, and grants to support the arts and career advancement grants for creative entrepreneurs. **Rishavy** spoke on the **Colorado Smart Cities Alliance** a statewide collaboration of public, private and academic sector leaders committed to accelerating the adoption of smart cities projects and initiatives in their respective communities.

Up next was a concurrent session titled “Sustainability Strategies for Libraries and Communities” that presented several great ways to get libraries involved with environmental friendly and sustainable practices. **Joe Mocnik** from **North Dakota State University** presented steps his institution is taking to move from coal burning heat to more renewable resources. **Am Brunvand** from **Utah State University** is teaching students information literacy from a civic engagement perspective, tying in sustainability with place-based knowledge and local advocacy groups. **Rebekkah Smith Aldrich** from the **Mid-Hudson Library System** spoke on the NYLA Sustainability Initiative (www.nyla.org/sustainability) and their implementation of a regional certification program, Sustainable Library Certification. The certification is currently available only for public libraries in New York, but they plan to expand to school and academic sectors soon. **Ben Rawlins** from **SUNY Geneseo** presented their OER initiative, **SUNY OER Services**, which included an Excelsior Scholarship of \$8 million to provide open educational resources to students at **SUNY** and **CUNY** to defray textbook costs.

The closing session on Monday afternoon featured **Bill Nye**, “The Science Guy,” and co-author **Gregory Mone**. Together they have authored a series of children’s books called *Jake and the Geniuses*. The pair met by chance at a coffee shop in California and got to know each other when **Mone** invited **Nye** to go surfing with him in Malibu the next day. The session was a fun-filled discussion that was a comfortable talk between friends. **Mone** posed questions to **Nye**, and he answered with characteristic wit and humor. Topics ranged from the realism used in the books (“No jet packs!”), to the importance of

including female characters (“Half the humans are girls and women, so half the engineers and scientists should be girls and women.”). When asked, “What do libraries/librarians mean to you?” **Nye** responded that librarians help you learn to think, and the role of librarians is to help people figure out what is reasonable information and to teach critical thinking skills. 🐼

ALA Annual 2018 will be held in New Orleans, LA, June 21-26.

Develop, Test, Deploy, Done. The ERM team has used the tool for projects such as discovery layer configuration for MARCIVE and government documents, streamlining usage statistics workflow, ILS configuration, reports management, and ERM lifecycle reports. Agile management using the Kanban model fosters collaboration, self-organization, and cross functionality through visual transparency so that all team members can be aware of what everyone else is working on, progress being made, and what the team is trying to accomplish.

continued on page 77

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Back Talk from page 78

for our users the print collections that they find in our buildings (eventually we have seven locations to think about in this way) into a source of inspiration and a sustaining resource and tool for success. Let us hear from you — <jod@asu.edu> and <lorrie.mcallister@asu.edu>. 🍷

And They Were There from page 73

Navigating Research: Do scholarly resources still meet users' needs? — Presented by **Patricia Hudson** (Moderator, Oxford University Press); **David Tyckoson** (California State University, Fresno); **Simon Pawley** (Oxford University Press)

Reported by **Alicia Willson-Metzger** (Christopher Newport University) <awillson@cnu.edu>

Pawley summarized the findings of an **Oxford University Press** study published in the white paper *Navigating Research: How academic users understand, discover, and utilize reference resources*. Research methodology consisted of in-depth interviews with librarians, faculty, and students; UK and U.S. librarians interviewed were then surveyed to augment interview responses. Some chief findings: patrons do not seek basic factual information in reference resources, and instead turn to famil-



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KEY PRODUCTS AND SERVICES: Comprehensive range of high-quality acquisitions and collection development support for the following types of resources: subscriptions, standing orders, approval plans, monographs, music scores, and databases.

CORE MARKETS/CLIENTELE: Academic and research libraries.

NUMBER OF EMPLOYEES: 185

HISTORY AND BRIEF DESCRIPTION OF YOUR COMPANY/PUBLISHING PROGRAM: Established in 1872, HARRASSOWITZ has been serving libraries around the world for almost 150 years.

A trusted partner to libraries and publishers world-wide, we deliver industry-leading, tailored services empowering them to fulfill their vital role supporting the world's teaching, learning and research. Our core values of trust, respect, teamwork and reliability, inspire us to anticipate our customers' needs and exceed their expectations.

IS THERE ANYTHING ELSE THAT YOU THINK WOULD BE OF INTEREST TO OUR READERS? Our customers consistently identify us as an industry leader in terms of the quality, accuracy and speed of our customer service and often refer to our service as the Gold Standard in information supply.

In 2017, HARRASSOWITZ Has Been Named One of "1000 Companies to Inspire Europe" by the London Stock Exchange Group. To be included in the report, companies needed to show consistent revenue growth over a minimum of three years as well as the ability to out-perform their peers.

iar resources such as Wikipedia. Patrons at all levels require guidance in finding relevant resources for interdisciplinary research. Discoverability is central to resources being used. Connecting users to relevant reference content is a continuing challenge.

Tyckoson provided a "real world" look at the implications of this study in the **Cal State-Fresno Library**. He examined reference collection usage by frequency and used this information to inform reference weeding decisions. Promoting reference use is key to patron engagement with the collection. Include reference works in the library's discovery system; circulate reference sources. While most sources will not be used, the "best" resources will be. It is important to weed. Develop a retention policy and note retention guidelines for library staff in the catalog.

This informative session was as described in the conference program. 🍷

*That's all the reports we have room for in this issue. Watch for more reports from the 2017 Charleston Conference in upcoming issues of **Against the Grain**. Presentation material (PowerPoint slides, handouts) and taped session links from many of the 2017 sessions are available online. Visit the **Conference Website** at www.charlestonlibraryconference.com. — **KS***